

Business Analysis – Need

to improve the usability, stability, and accessibility of the distance learning service for all stakeholders.

Problem Summary

- Complex and redundant functionality: The system currently has many features and settings that are unused or confusing, making administration more difficult (Marya Lipskaya).
- Installation and operational difficulties: Installing and configuring the service can be difficult, especially for first-time users, and the service may fail on certain devices or operating systems (Maksim Ryabov).
- Access and course management limitations: Instructors and students face blocked access to courses, especially after completion, and uploaded content may be deleted. There is no convenient smartphone adaptation (Andrey Yaroshevich).
- Poor user experience for students: Students struggle to quickly find courses, customize their learning page, and access course materials conveniently. Course material organization is inconsistent, and completed courses are completely deleted (Anastasya Frolova).
- Service stability issues: Service interruptions occur when the server device has unstable internet or when updates are required without upgrading the entire service (Marya Lipskaya, Maksim Ryabov).

Business Need Definition

The educational institution requires a robust, stable, and user-friendly distance learning platform that:

- Provides simple and intuitive course management for lecturers and administrators.
- Ensures reliable access for students and instructors across all devices, including smartphones.
- Maintains lifelong access to courses and uploaded content.
- Streamlines installation, configuration, and update processes.
- Improves overall usability, navigation, and interface for students.

This will enhance learning efficiency, reduce administrative burdens, and increase satisfaction for both students and staff, while supporting scalable and reliable digital education.

Root Causes (identified or hypothesized)

- Lack of a mobile-adaptive design and responsive interface.
- Poor access management, leading to blocked accounts or deleted content.
- Overly complex system settings and redundant features.
- Absence of robust installation and update procedures.
- Weak error handling and system stability on low-resource or mobile devices.
- Inconsistent course material organization and interface customization options for students.